

FIG. 1

	<u>Routine Name</u>	<u>Page #</u>
(1)	Return On Web	2
(2)	Return/Exchange1 Process	3
(3)	Exchange Process 2	4
(4)	Exchange Process 3	5
(5)	Instore Purchase	6
(6)	Web Purchase Routine	7
(7)	Same Day Pickup	8
(8)	Drop Shipment	9
(9)	Guest Shipment	10
(10)	License Plate Transfer	11
(11)	AA E-tailer's Hotline	12
(12)	AB Instore Purchase Subroutine	13
(13)	AC Tendering Subroutine	14
(14)	AD Payment Direction	15
(15)	AE Store Subroutine	16
(16)	AF Check Tender	17
(17)	AG Cash Tender	18
(18)	AH Credit Tender	19
(19)	AI Shipping Subroutine	20
(20)	AK Bay Audit Routine	21
(21)	AL Pending Purchase	22
(22)	AM Receive Shipment Routine	23
(23)	AN Batch Picking Process	24
(24)	AO Disposition Subroutine	25
(25)	AP Billing Subroutine	26
(26)	D1 Manufacturer Disposition Sub	27
(27)	D2 E-tailer Disposition Sub	28
(28)	D3 Liquidation Disposition Sub	29
(29)	D4 Hold for Reshipment Sub	30
(30)	Main Screen	31
(31)	RF Application Menu	32
(32)	Web Purchase Form	33
(33)	AKN Form	34
(34)	Label Format	35
(35)	Receipt Format	36
(36)	Return Checklist (Web)	37
(37)	Store Number & License Plate	38
(38)	Data Points	39

FIG. 2

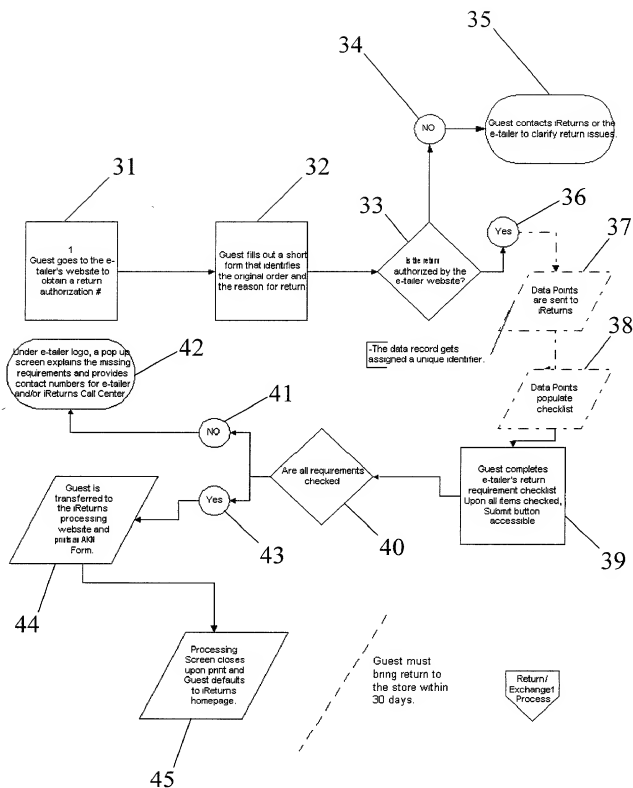
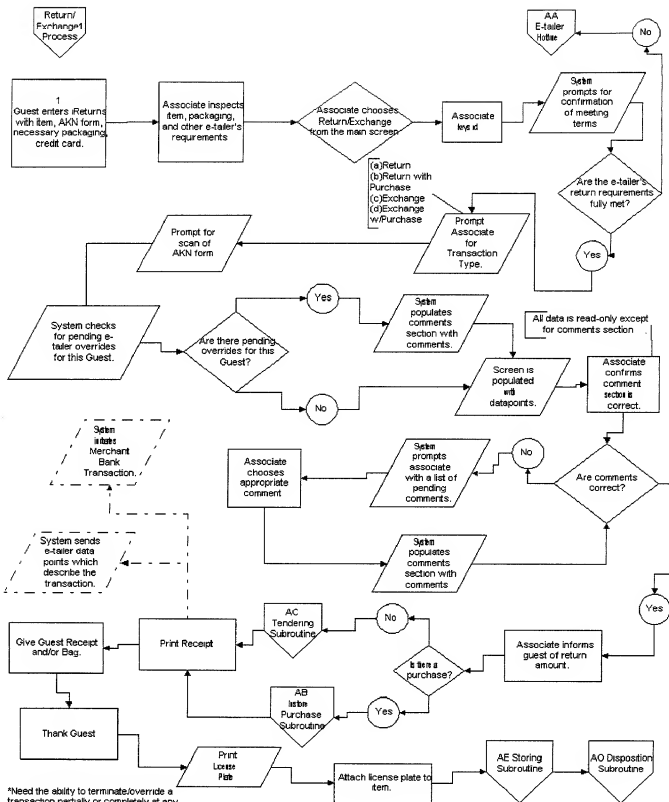
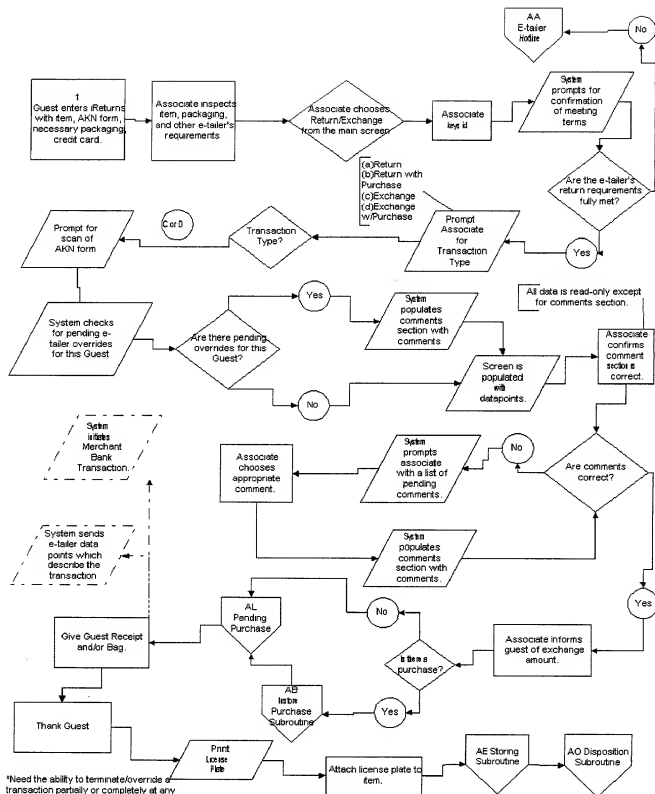


FIG. 3



*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 4



*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 5

Notes:

- (1) Requires e-tailer to hold product when exchange is entered by guest
- (2) Product is released when Returns sends e-tailer the data points
- (3) The guest can get a new confirmation # and shipping details by returning to the e-tailer's website with their guest id or order id

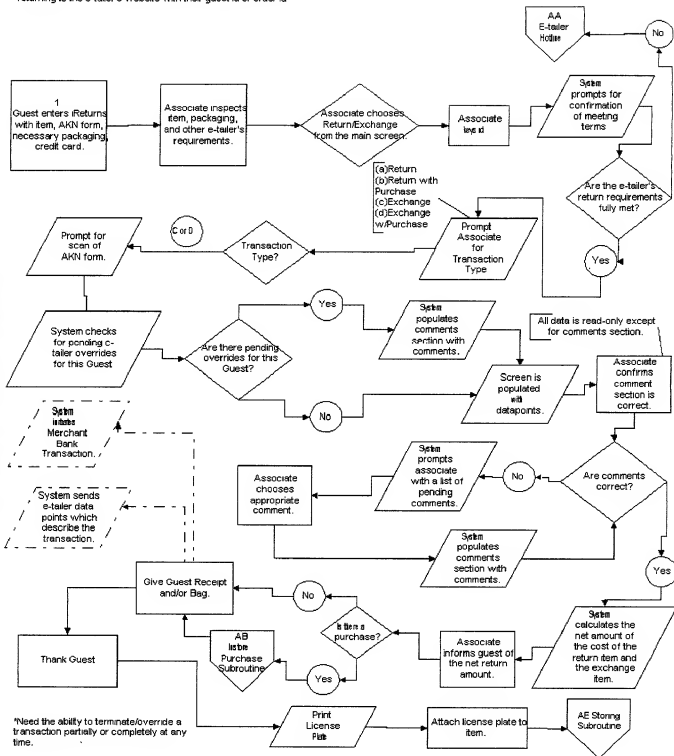
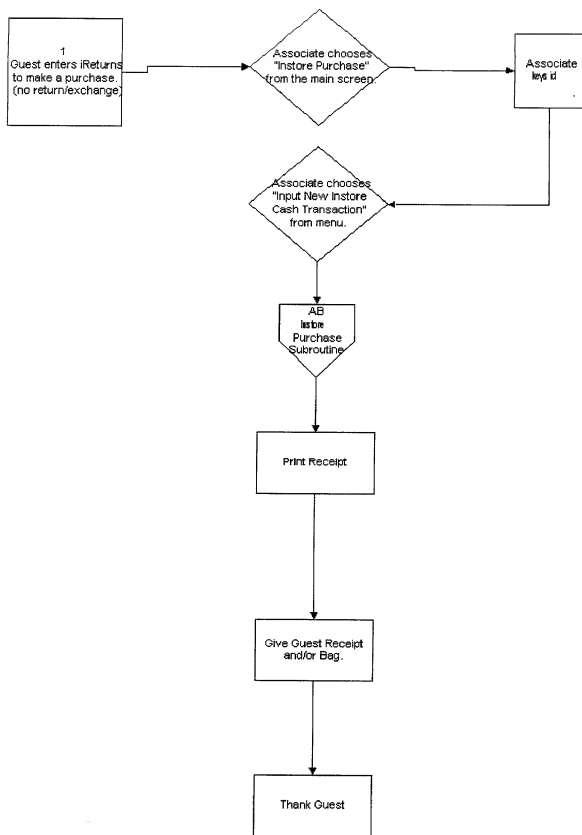
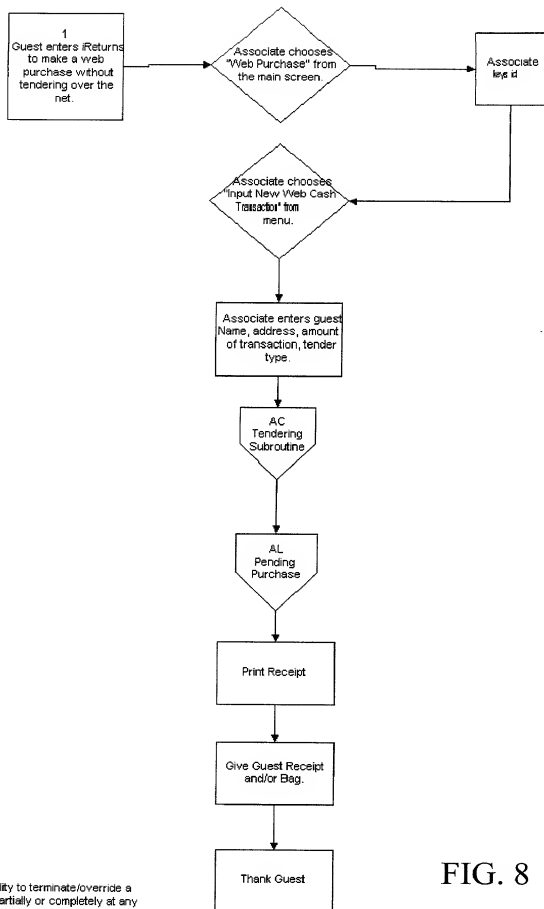


FIG. 6



*Need the ability to terminate/override a transaction partially or completely at any time

FIG. 7



*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 8

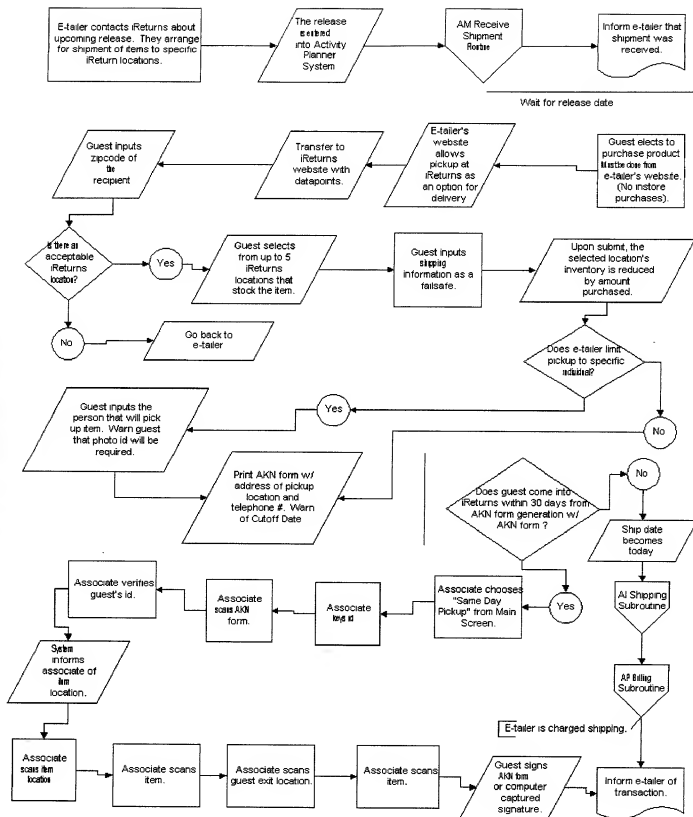


FIG. 9

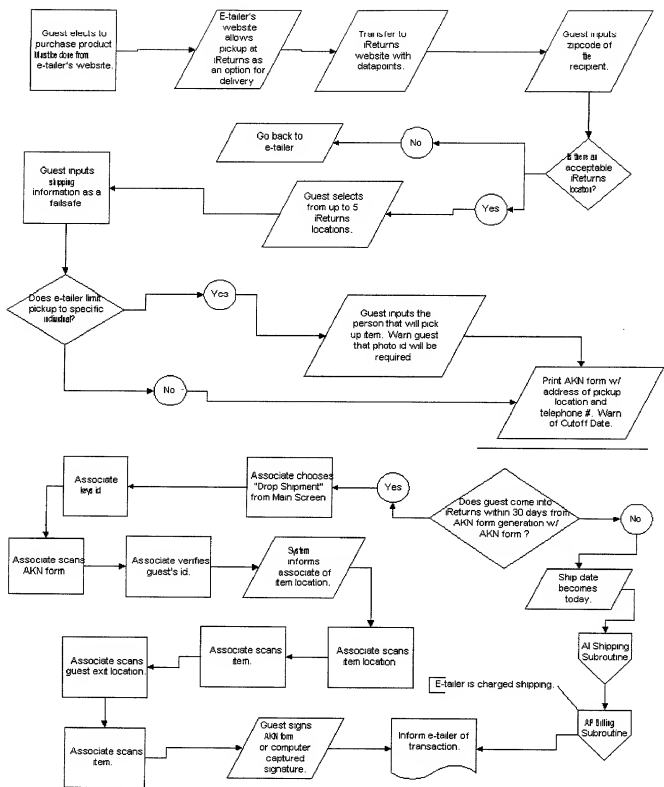


FIG. 10

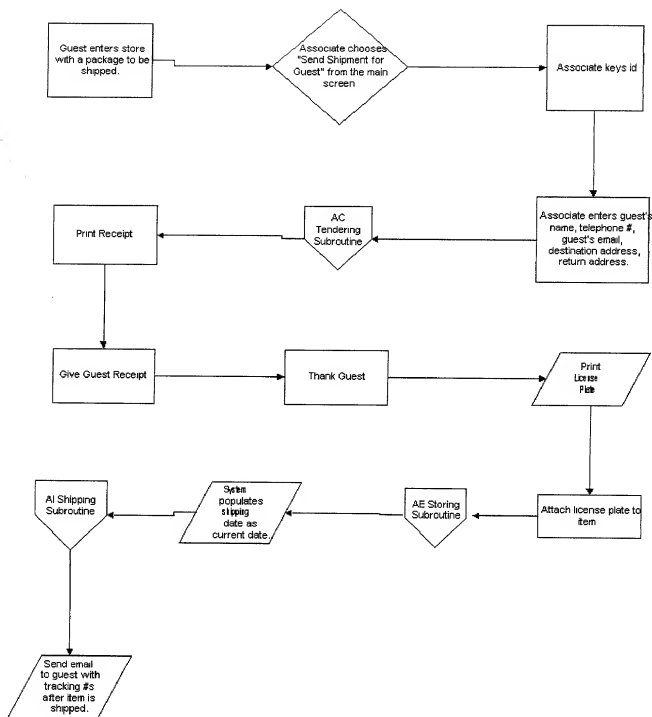


FIG. 11

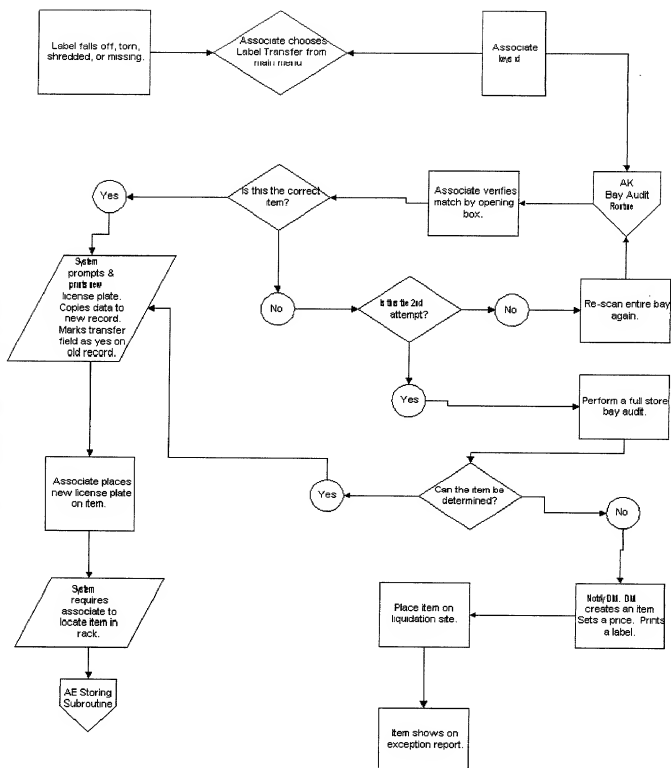


FIG. 12

Return/
Exchange1
Process

Exchange
Process 2

Exchange
Process 3

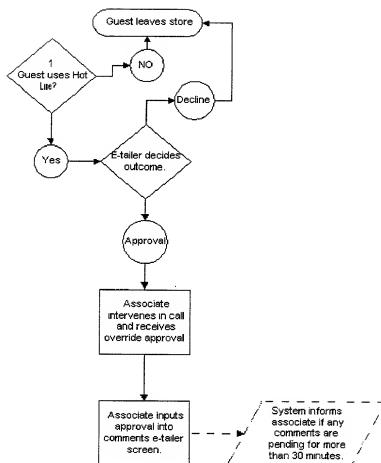


FIG. 13

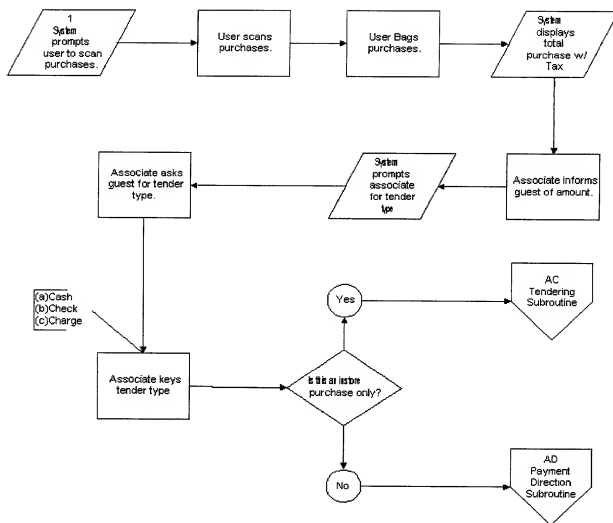


FIG. 14

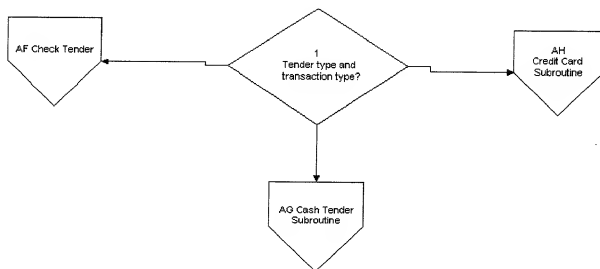


FIG. 15

AB Instore
Purchase
Subroutine

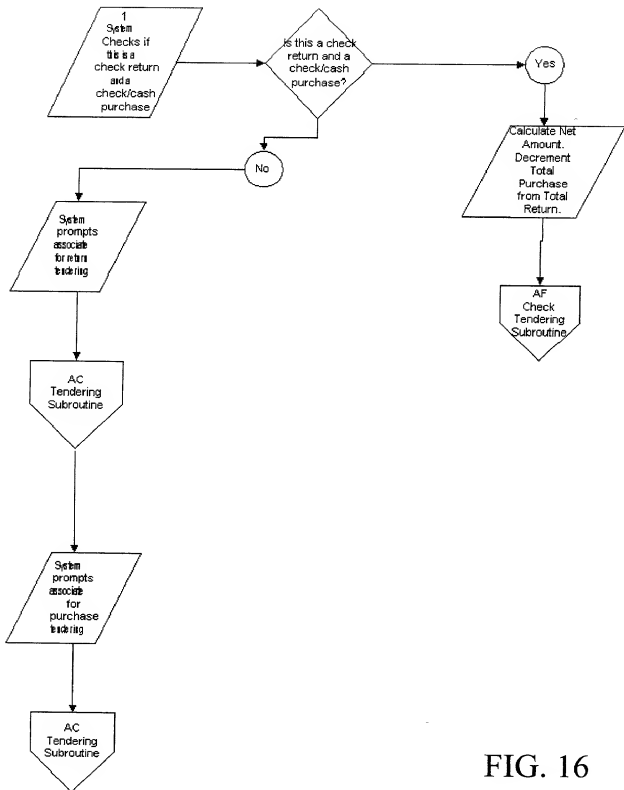
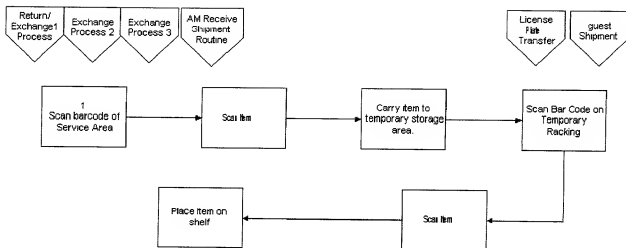


FIG. 16



All stores must empty the temporary storage area at the end of each day.

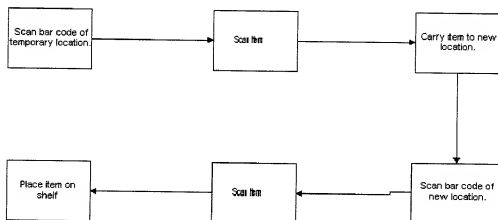


FIG. 17

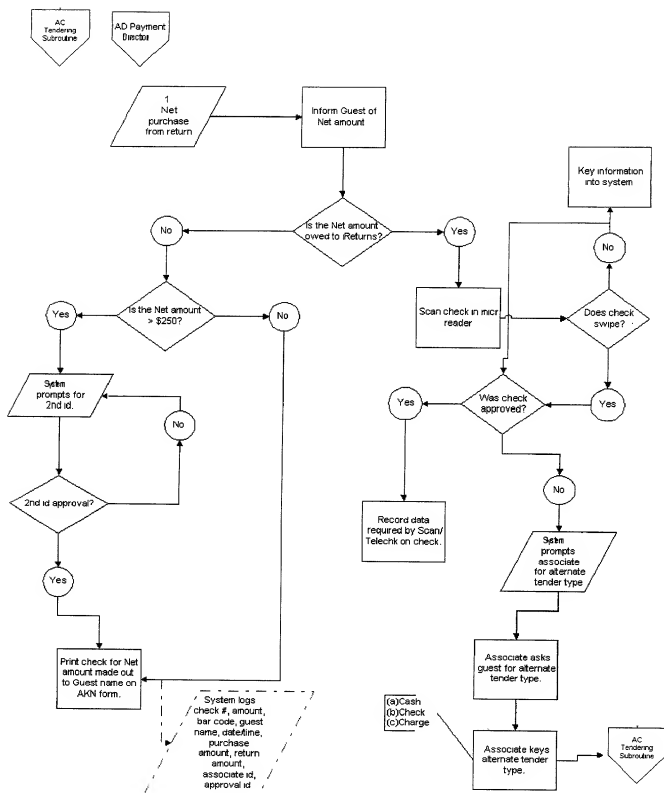


FIG. 18

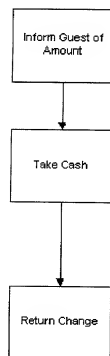


FIG. 19

AC
Tendering
subroutine

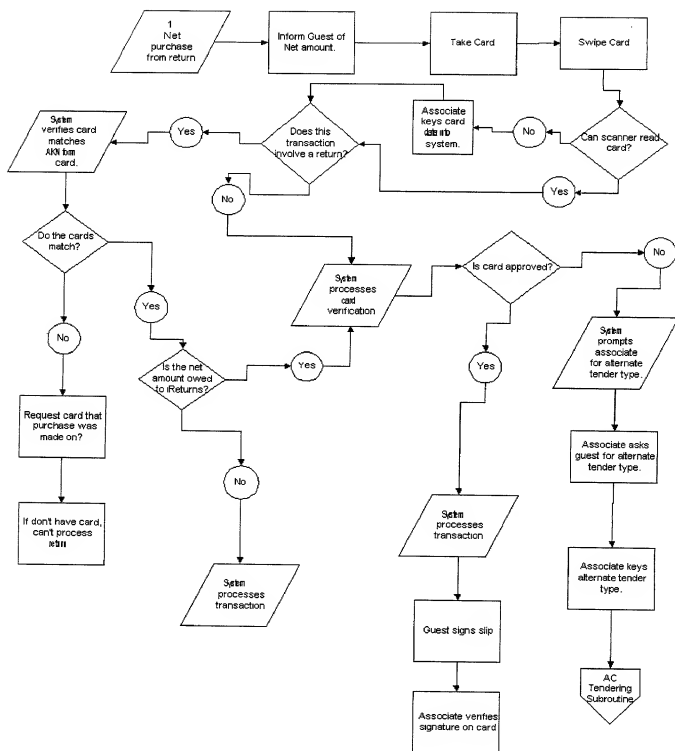


FIG. 20

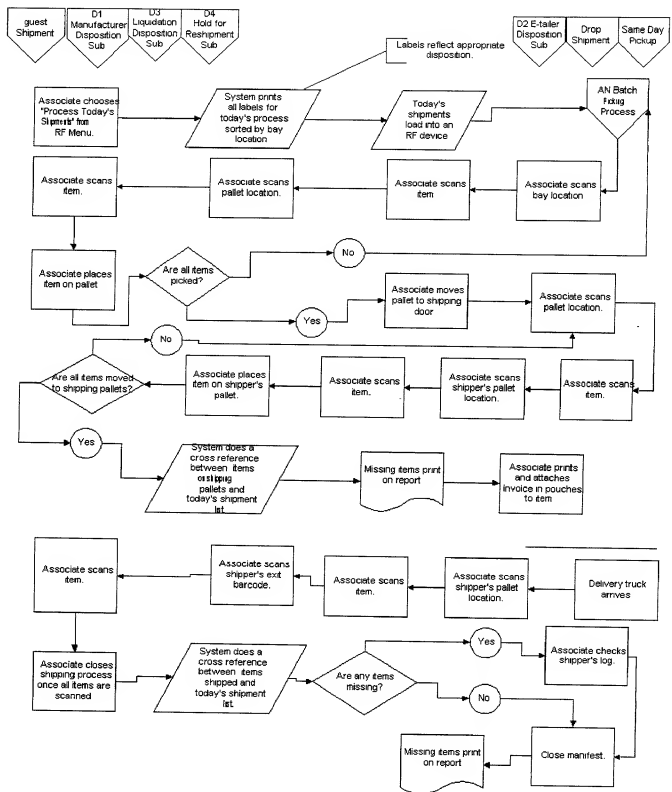


FIG. 21

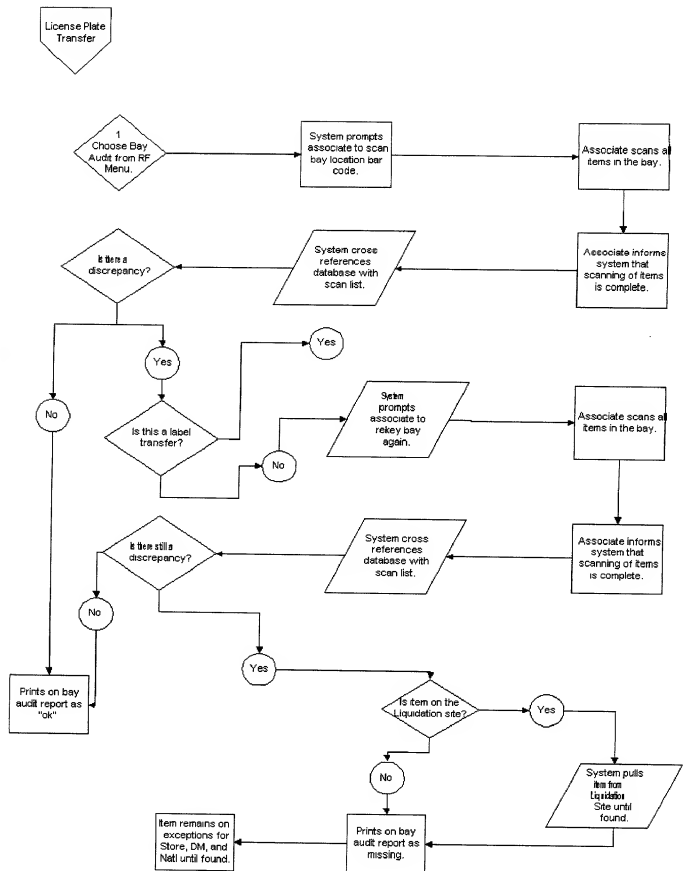


FIG. 22

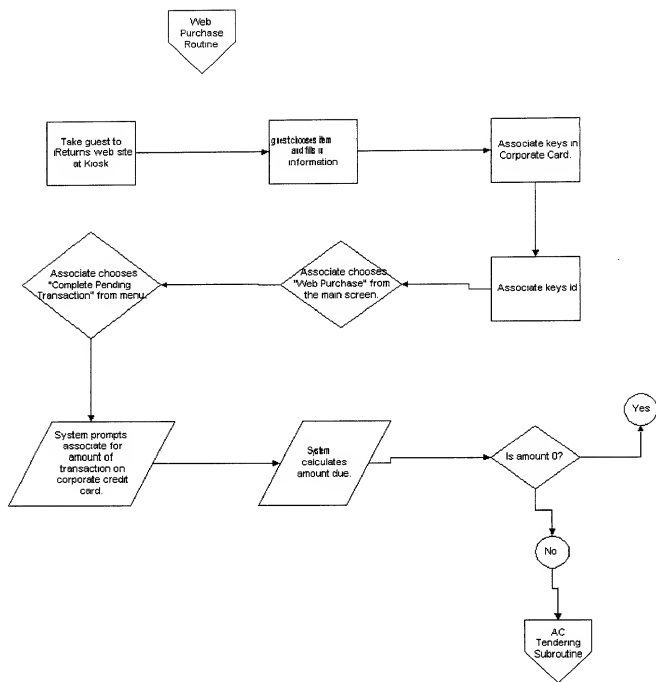


FIG. 23

Same Day
Pickup

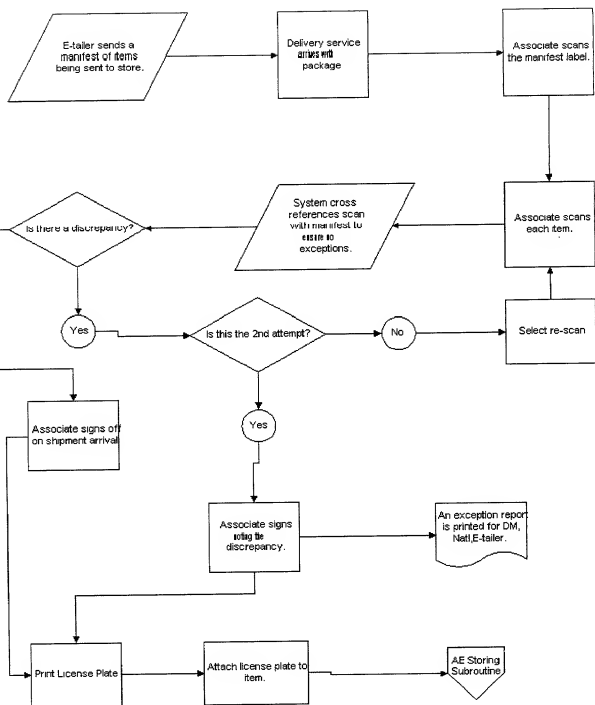


FIG. 24

AI Shipping
Subroutine

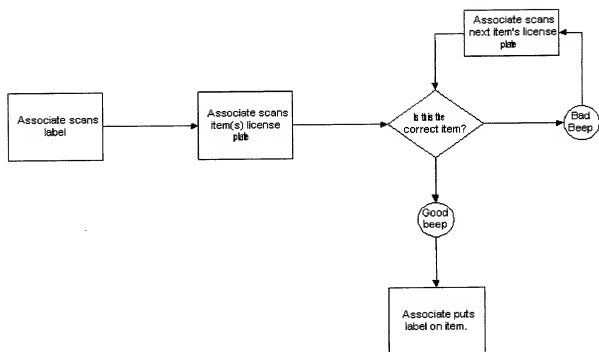


FIG. 25

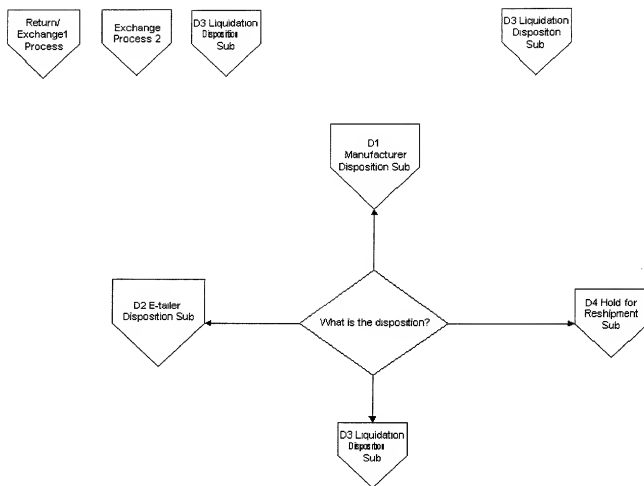


FIG. 26

D1
Manufacturer
Disposition
Sub

D2 E-tailer
Disposition
Sub

Same Day
Pickup

Drop
Shipment

D4
Hold for
Reshipment
Sub

Monthly,
system
consolidates
expenses
and revenue
by e-tailer

Send checks/bills
to e-tailer.

FIG. 27

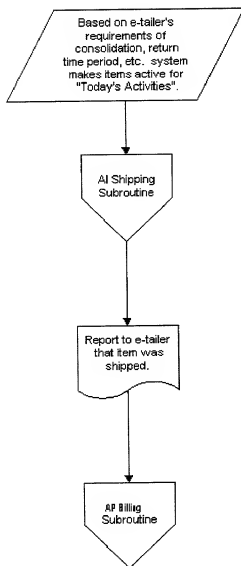
[illegible]

FIG. 28

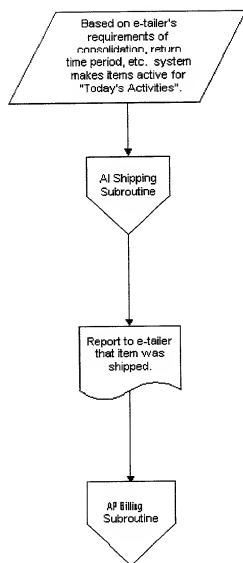
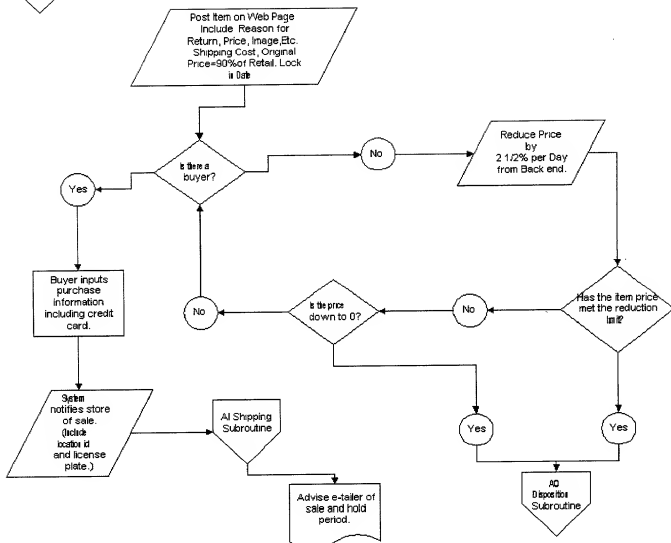


FIG. 29

AO Disposition
Subroutine



Wait until warranty period is over.

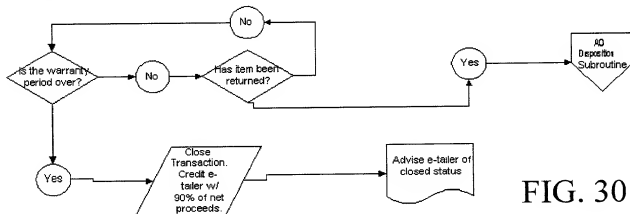


FIG. 30

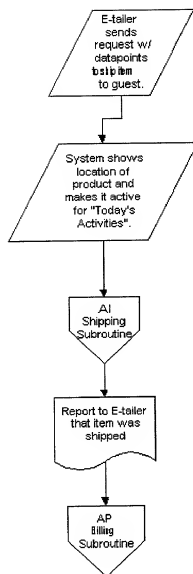


FIG. 31

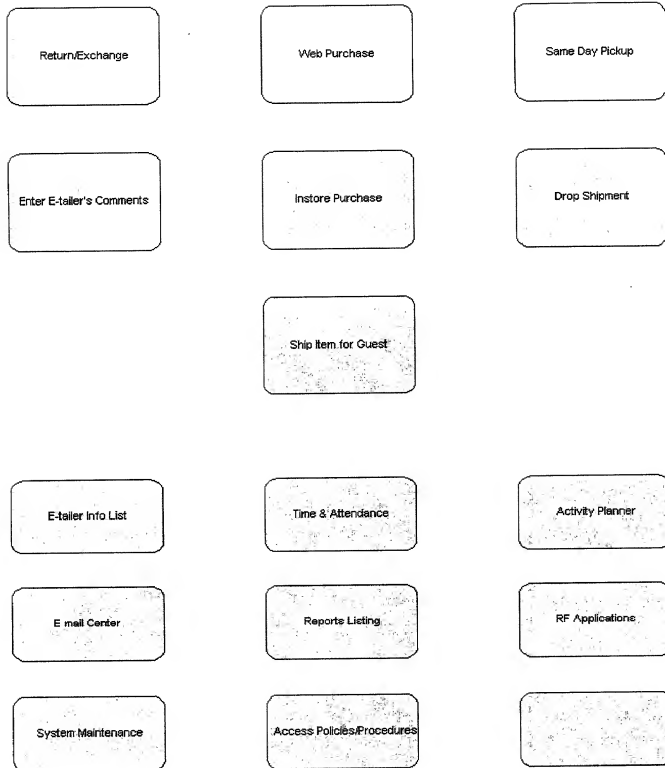


FIG. 32

RF Application Menu

- (1) Relocate Merchandise
- (2) Shipping Procedure
- (3) Bay Audits
- (4) Label Transfer
- (5) Take-in Direct Shipments

FIG. 33

Enter guest Information

First Name: _____

Last Name: _____

Address 1: _____

Zip Code: _____

City: Fill-in Based on Zip Code

Amount of Transaction: \$ _____

Check ☐

Cash ☐

Credit Card ☐

Gift Certificate ☐

Other _____

Submit

FIG. 34

Date of Issue: 7/1/2000

E-tailer Name: Amazon

Customer Name: Lance Casler

Customer Address: 23 Pershing Avenue
Ridgewood, NJ 07450

Item Description: Book


Item Returned: Harry Potter and the Chamber of Secrets

Amount of Return: \$10.00

****You must bring this form with the following items by 8/1/2000****

Terms of Return:

1. Book
2. Book Sleeve

IF iReturns IN CITY	IF iReturns NOT IN CITY
iReturns location: <u>90 Painters Mill Rd</u> <u>Suite 2000</u> <u>Owings Mills, MD</u> <u>21117</u>	PLEASE MAIL PRODUCT TO:
Returns Phone #: <u>(410)455-2338</u>	90 Painters Mill Road
iReturns Hours: <u>9 AM to 10PM</u>	Suite 2000
	Owings Mills, MD 21117
Driving Directions:	
	
Take I-95S to I-695 W to 83 S.	



Authorization #: 39488588392020

FIG. 35

iReturns.com Inc.
90 Painters Mill Rd
Suite 200
Owings Mills, MD 21117

<u>Returns:</u>		
0222222	VCR	\$150.00
2399044	Book	\$ 15.00
Total		\$165.00
 <u>Purchases:</u>		
2393900	Tape	\$ 3.50
3489939	Box	\$ 5.25
Total		\$ 8.75

FIG. 37

Please check that you have all of the items required by your e-tailer in order to process your return.

<u>Items:</u>	<u>Have:</u>	<u>Missing:</u>
(1) Book	<input type="checkbox"/>	<input type="checkbox"/>
(2) Book Sleeve	<input type="checkbox"/>	<input type="checkbox"/>

SUBMIT

CANCEL

FIG. 38

Store Number: 1122333

= Type of Store

= Region

= Store

License Plate: aaaaabbbbcccccc

a = e-tailer

b = date (mm/dd/yy)

c = item #

FIG. 39

First Name
 Last Name
 Phone #
 E-tailer Name
 E-tailer Id
 E-tailer Authorization #
 E-tailer Contact #
 E-tailer Contact Name
 RMA # (Return Manufacturer Authorization #)
 Length of Acceptable Return
 Customer Service #
 Intrusive or nonintrusive e-tailer
 Credit Card # - (1)
 Credit Card type - (1)
 Credit Card Expiration Date - (1)
 Item Description - (1)
 Item Manufacturer - (1)
 Item Serial # - (1)
 Item Cube - (1)
 Item Weight - (1)
 Item Dimensions - (1)
 Item Special Handling Instructions - (1)
 Item Purchase Price w/out Tax - (1)
 Item Purchase Price w/ Tax - (1)
 Item Return Price w/out Tax - (1)
 Item Return Price w/ Tax - (1)
 Reason for Return - (1)
 Image of Item - (1)
 Insurance requirements for shipping - (1)
 Terms for a valid return - (1)
 SKU # - (1)
 Exchange Item - (1)
 Exchange Item Price - (1)
 Exchange Item Manufacturer - (1)
 Exchange Item Serial # - (1)
 Exchange Item SKU # - (1)
 Primary Disposition Type - (1)
 Primary Disposition: Street Address - (1)
 Primary Disposition: City - (1)
 Primary Disposition: State - (1)
 Primary Disposition: Zip Code - (1)
 Secondary Disposition Type - (1)
 Secondary Disposition: Street Address - (1)
 Secondary Disposition: City - (1)
 Secondary Disposition: State - (1)
 Secondary Disposition: Zip Code - (1)
 Ultimate Disposition Type - (1)
 Ultimate Disposition: Street Address - (1)
 Ultimate Disposition: City - (1)
 Ultimate Disposition: State - (1)
 Ultimate Disposition: Zip Code - (1)
 Manufacturer Warranty - (1)
 Credit Card # - (2)
 Credit Card type - (2)
 Credit Card Expiration Date - (2)
 Item Description - (2)
 Item Manufacturer - (2)
 Item Serial # - (2)
 Item Cube - (2)
 Item Weight - (2)
 Item Dimensions - (2)
 Item Special Handling Instructions - (2)
 Item Purchase Price w/out Tax - (2)
 Item Purchase Price w/ Tax - (2)
 Item Return Price w/out Tax - (2)
 Item Return Price w/ Tax - (2)
 Reason for Return - (2)
 Image of Item - (2)
 Insurance requirements for shipping - (2)
 Terms for a valid return - (2)
 SKU # - (2)

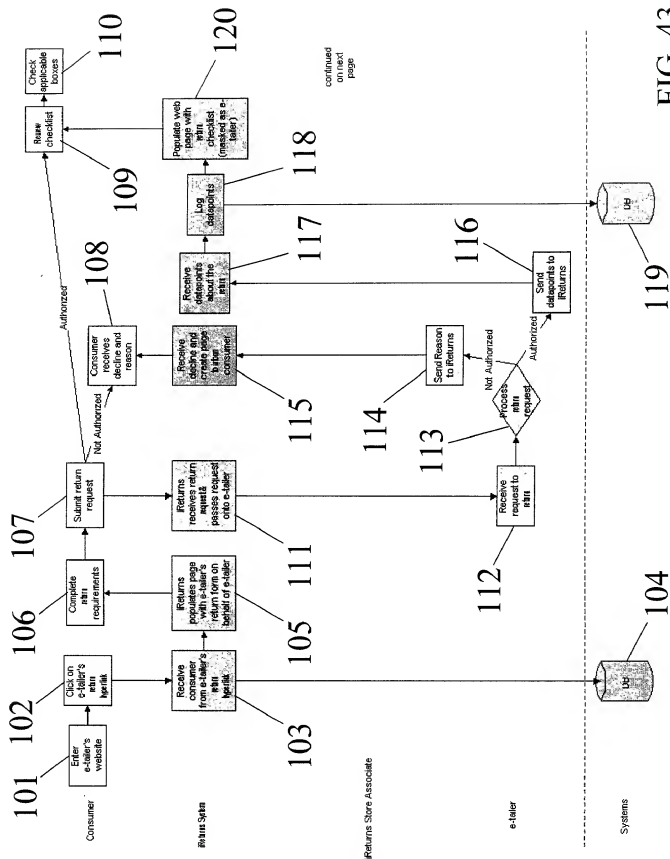
FIG. 40

Exchange Item - (2)
Exchange Item Price - (2)
Exchange Item Manufacturer - (2)
Exchange Item Serial # - (2)
Exchange Item SKU # - (2)
Primary Disposition Type- (2)
Primary Disposition: Street Address - (2)
Primary Disposition: City - (2)
Primary Disposition: State - (2)
Primary Disposition: Zip Code - (2)
Secondary Disposition Type- (2)
Secondary Disposition: Street Address - (2)
Secondary Disposition: City - (2)
Secondary Disposition: State - (2)
Secondary Disposition: Zip Code - (2)
Ultimate Disposition Type- (2)
Ultimate Disposition: Street Address - (2)
Ultimate Disposition: City - (2)
Ultimate Disposition: State - (2)
Ultimate Disposition: Zip Code - (2)
Manufacturer Warranty - (2)
Bill To Street Address
Bill To City
Bill To State
Bill To Zip

FIG. 41

Routine Name	Page #	Routine Name	Page #
Return Process - Web (1)	2	Shipping Routine (3)	26
Return Process - Web (2)	3	Receive Shipment Subroutine	27
Return Process - Store (1)	4	Batch Picking Process	28
Return Process - Store (2)	5	Disposition Direction	29
Return Process - Store (3)	6	Guest Pickup Subroutine	30
Return Process - Store (4)	7	Liquidation Routine	31
Instore Purchase	8	Bay Audit Routine (1)	32
Web Purchase	9	Bay Audit Routine (2)	33
Same Day Pickup (1)	10	License Plate Transfer (1)	34
Same Day Pickup (2)	11	License Plate Transfer (2)	35
Drop Shipment (1)	12	Main Menu	36
Drop Shipment (2)	13	RF Application Menu	37
Guest Shipment (1)	14	Web Purchase Form	38
Guest Shipment (2)	15	AKN Form	39
Instore Purchase Subroutine	16	Label Format	40
Tendering Routine	17	Receipt Format	41
Payment Direction	18	Return Checklist (Web)	42
Storage Subroutine	19	Store Number & License Plate	43
Cash Tender Subroutine	20	Data Points (1)	44
Credit Tender Subroutine	21	Data Points (2)	45
Check Tender Subroutine	22	System Arch	46
Create Virtual Account	23	Dynamic RMA Ver 1	47
Shipping Routine (1)	24	Dynamic RMA Ver 2	48
Shipping Routine (2)	25		

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www.copyright.com



continued
on next
page

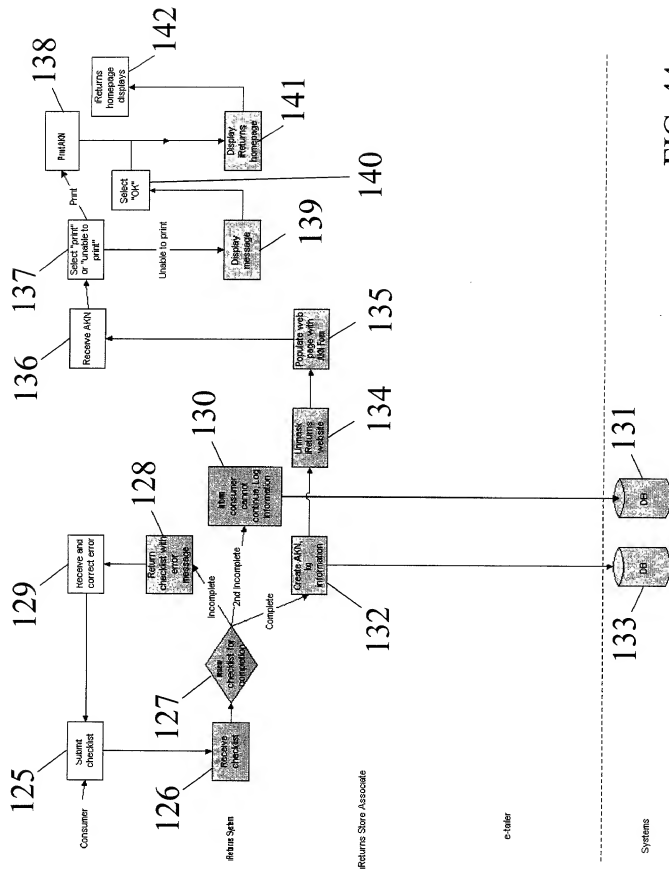


FIG. 44

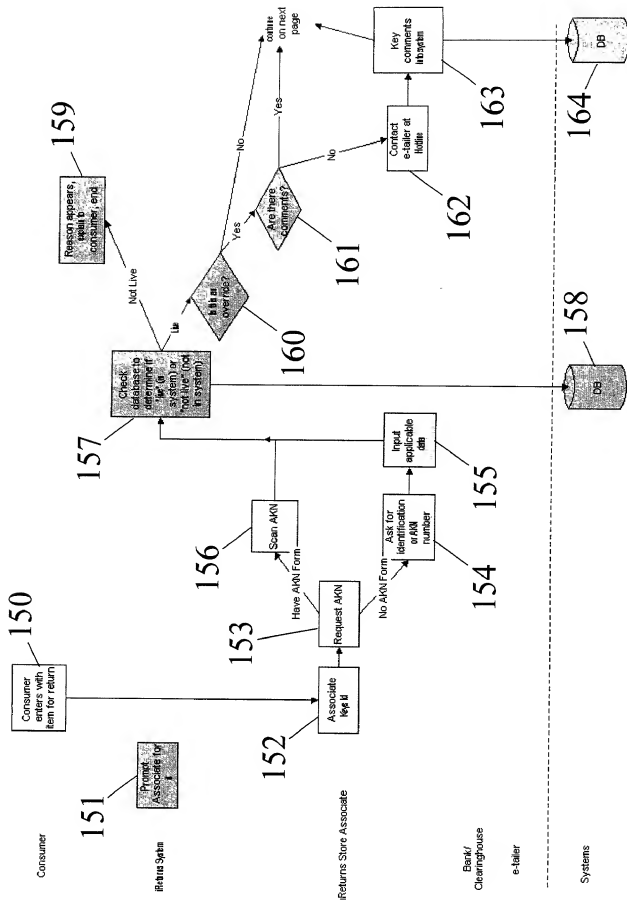
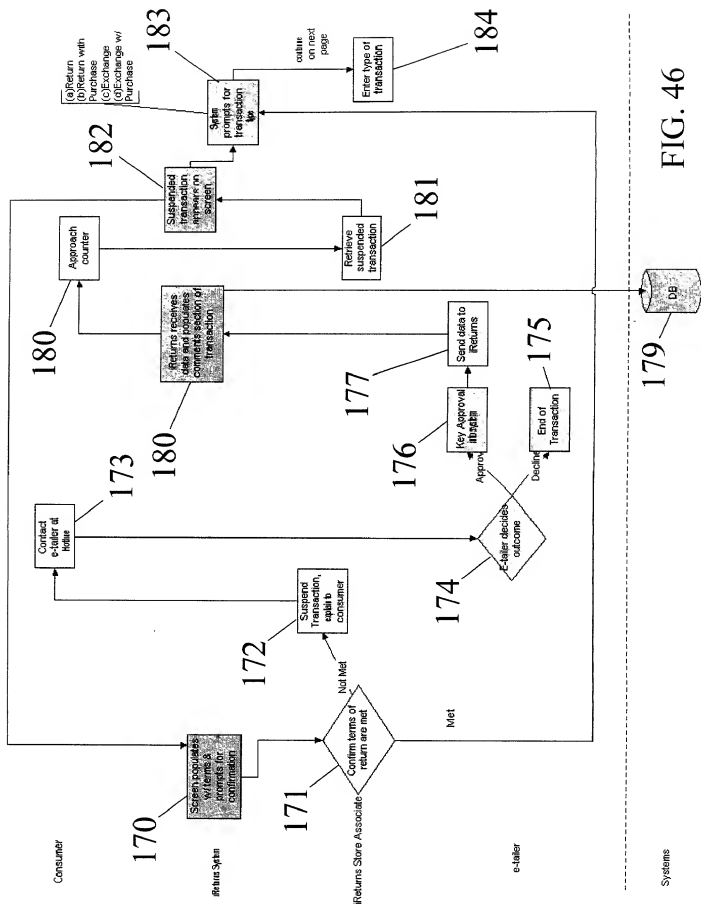


FIG. 45

Figure 1 displays 12 histograms showing the distribution of the number of non-zero elements in the vector x for different values of n (10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110, 120). The x-axis is labeled 'x' and ranges from 0 to 120. The y-axis is labeled 'count' and ranges from 0 to 100. As n increases, the distribution shifts to the right and becomes more spread out.



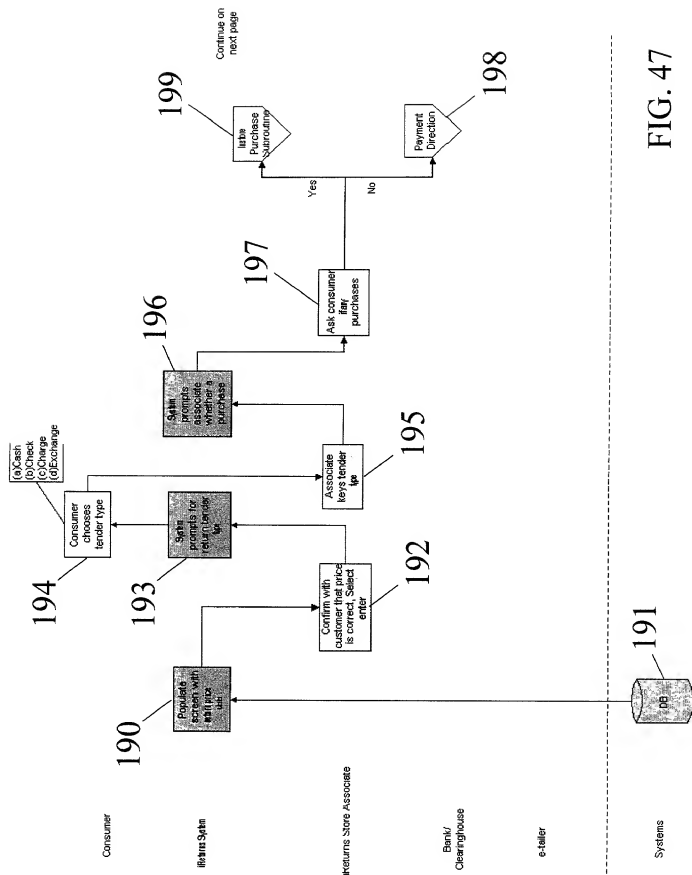


FIG. 47

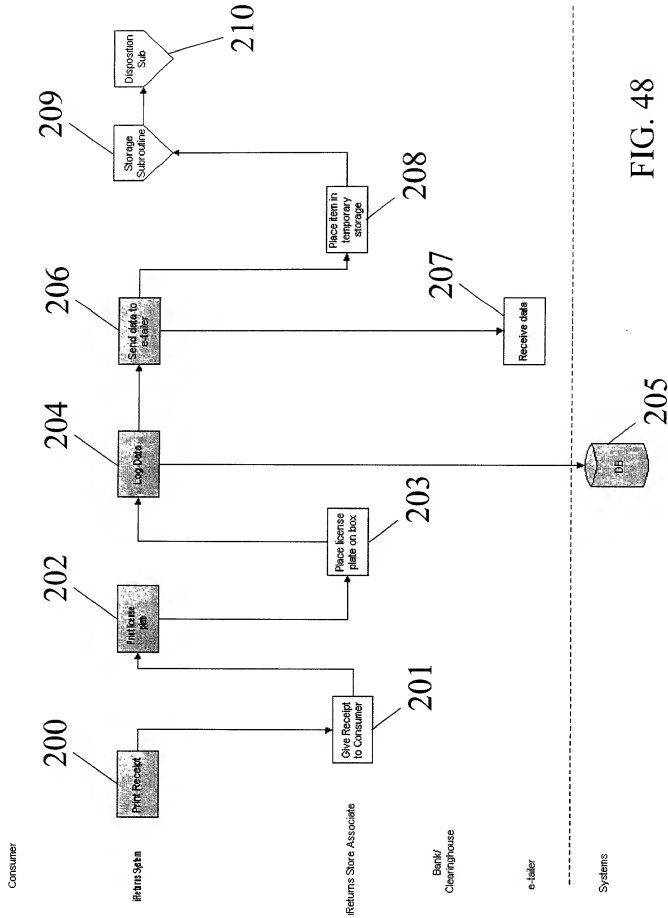


FIG. 48

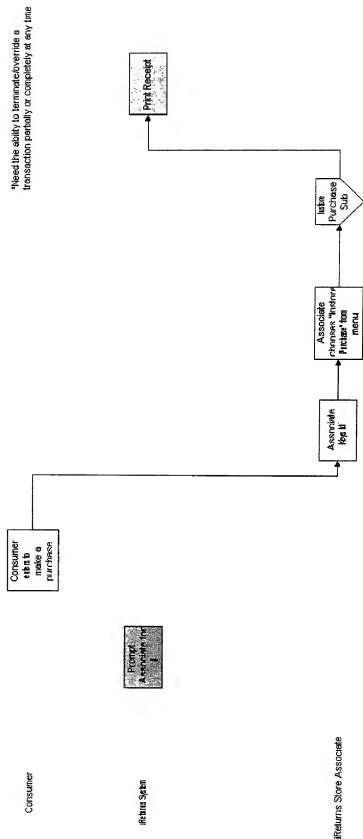


FIG. 49

Need the ability to terminate/override a transaction partially or completely at any time.

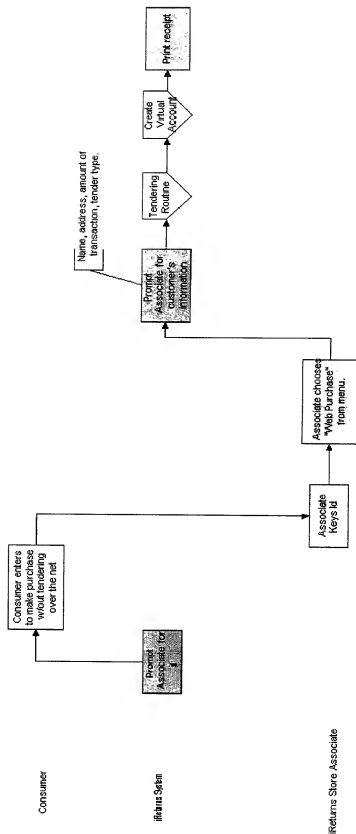


FIG. 50

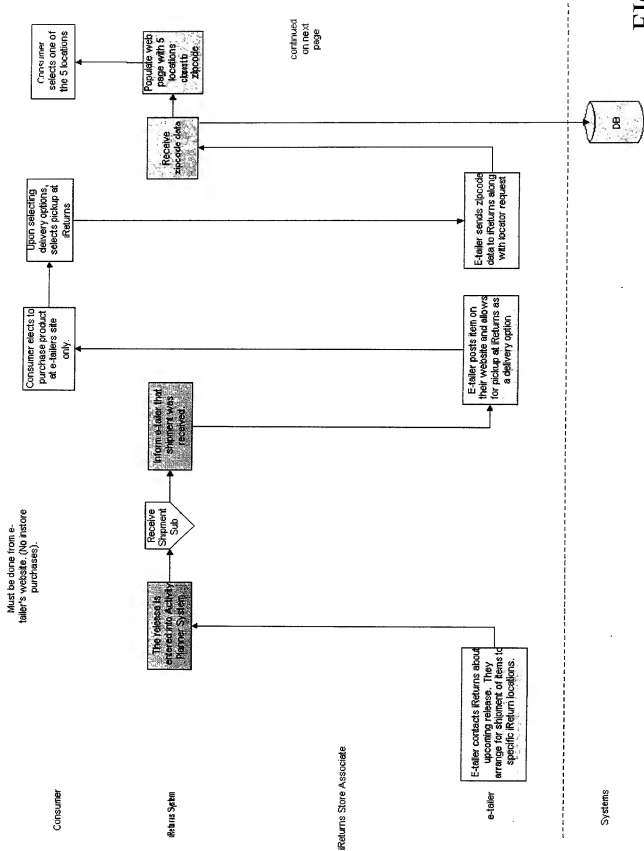


FIG. 51

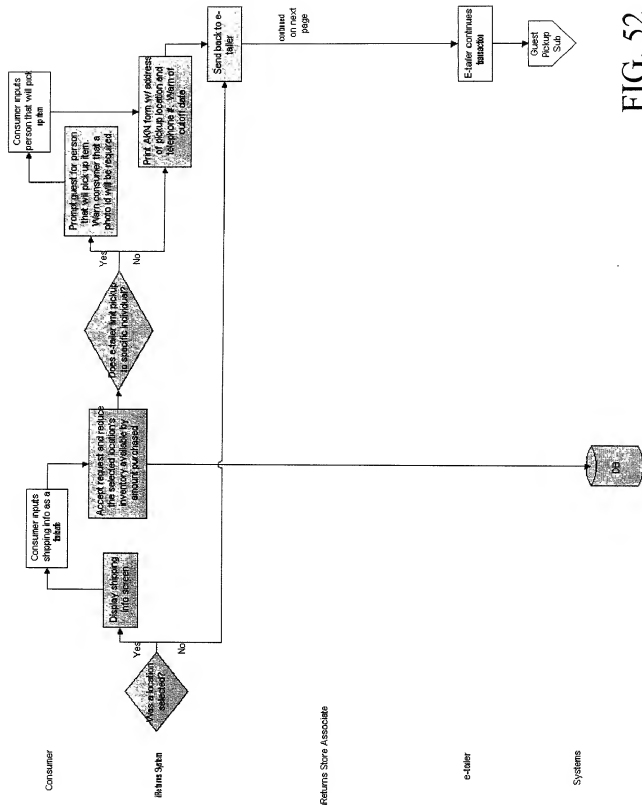


FIG. 52

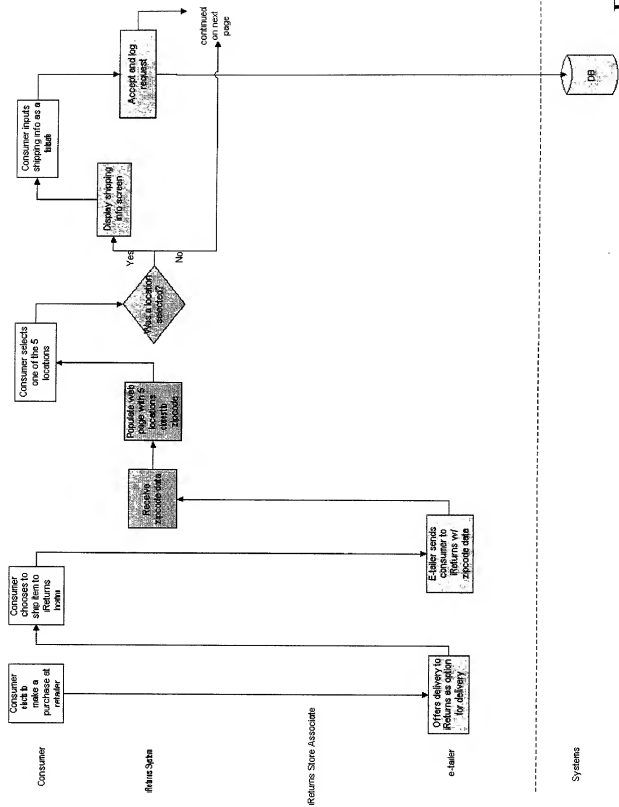


FIG. 53

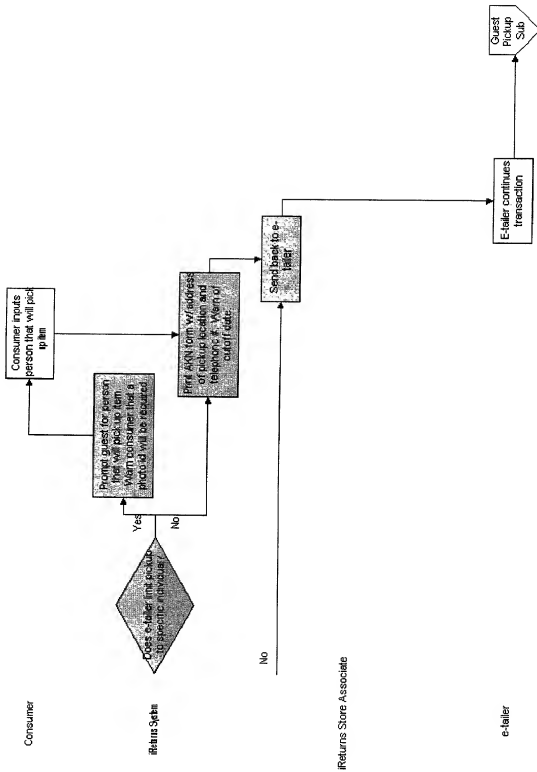


FIG. 54

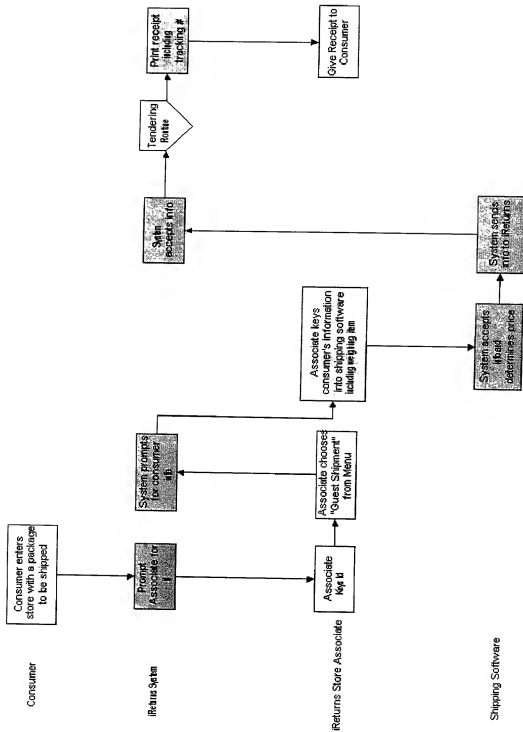


FIG. 55

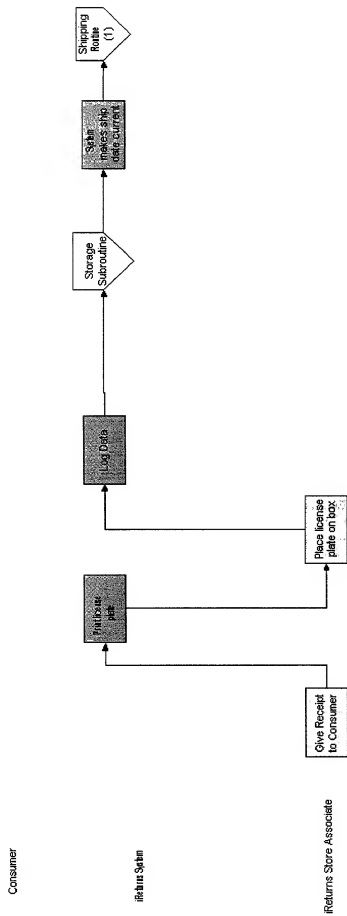


FIG. 56

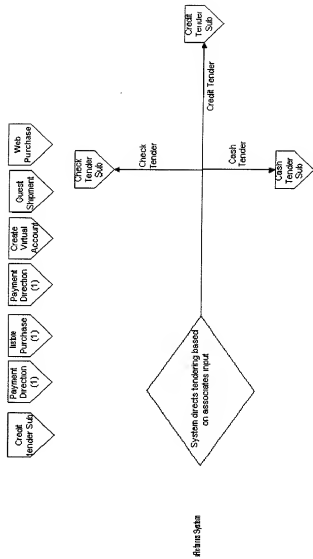


FIG. 58

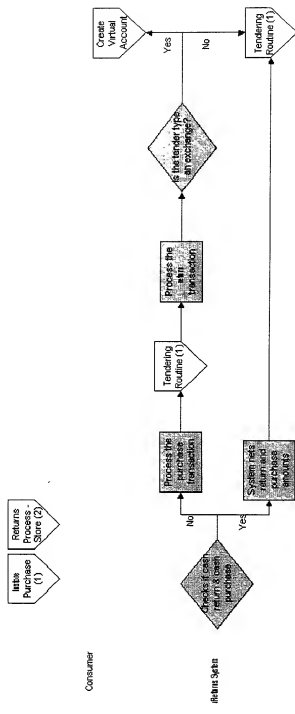


FIG. 59

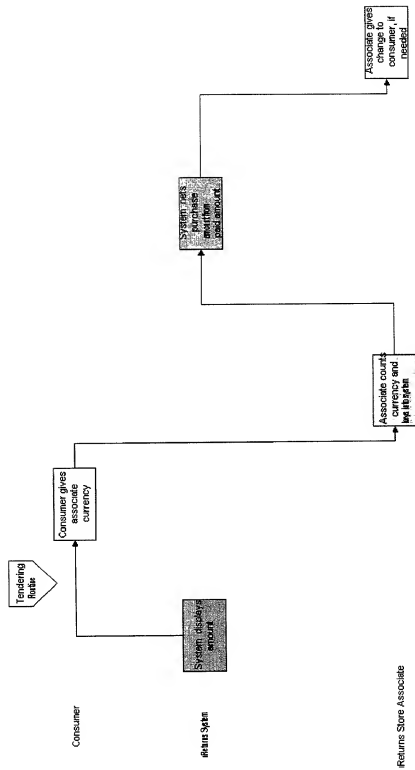


FIG. 61

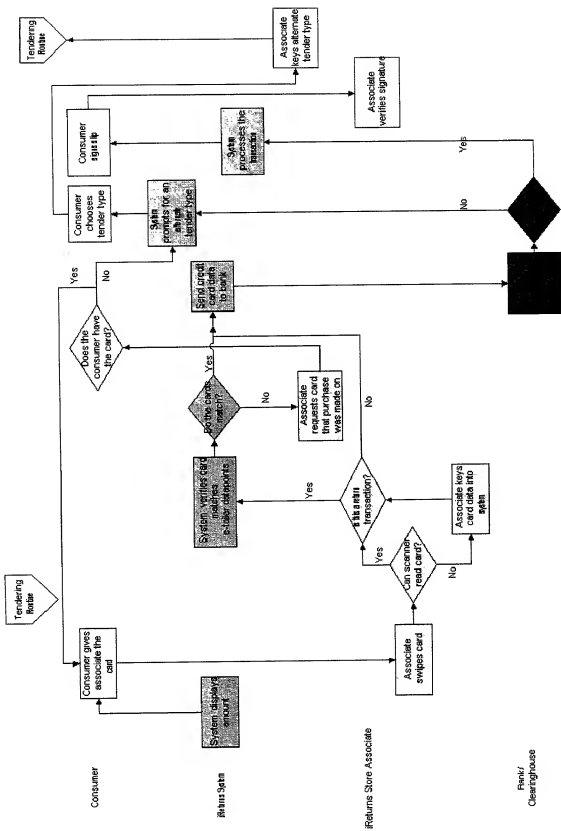


FIG. 62

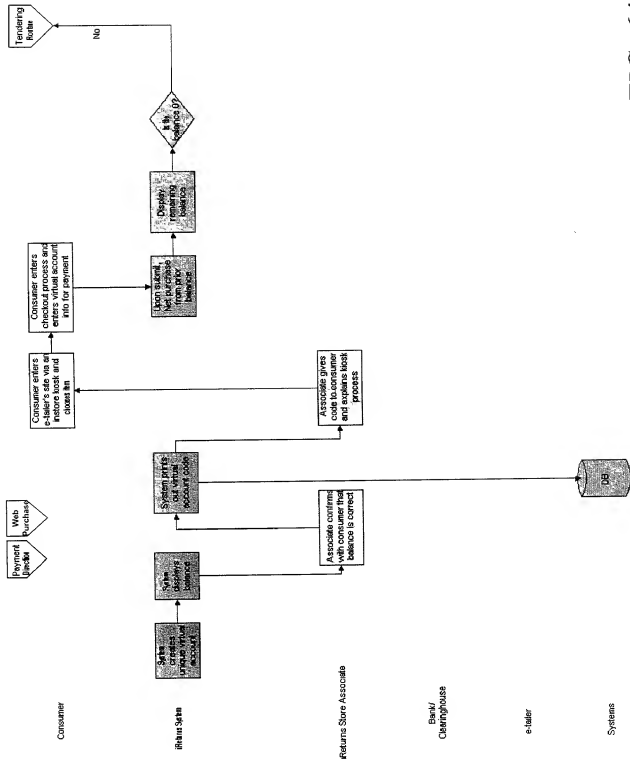


FIG. 64

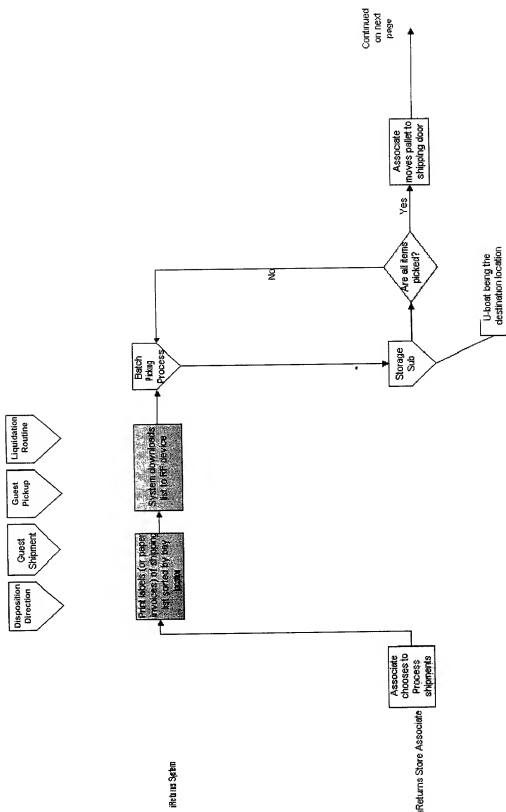
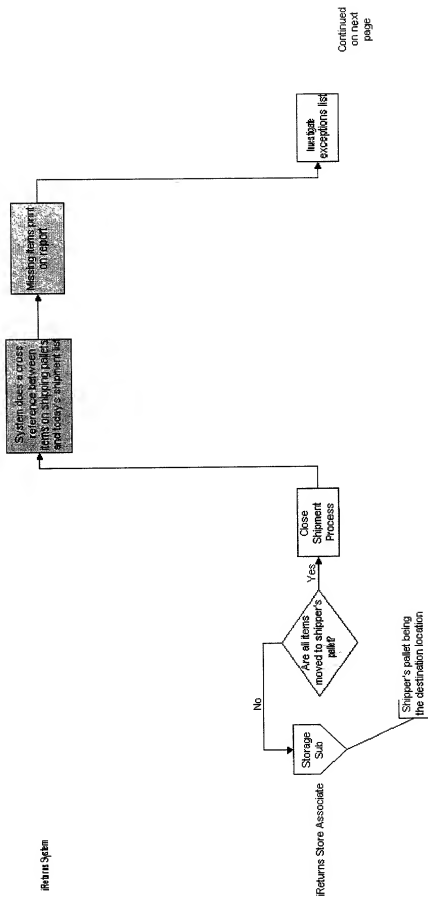


FIG. 65

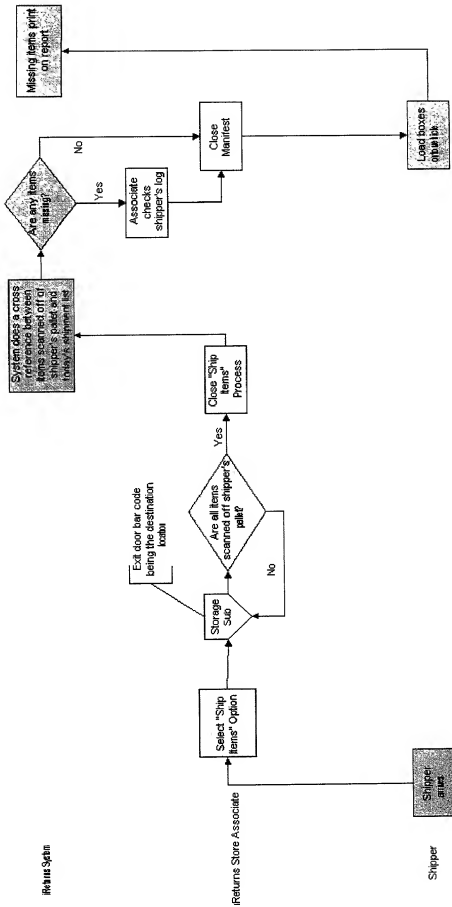
Return System



Continued
on next
page

Systems

FIG. 66



Systems

FIG. 67

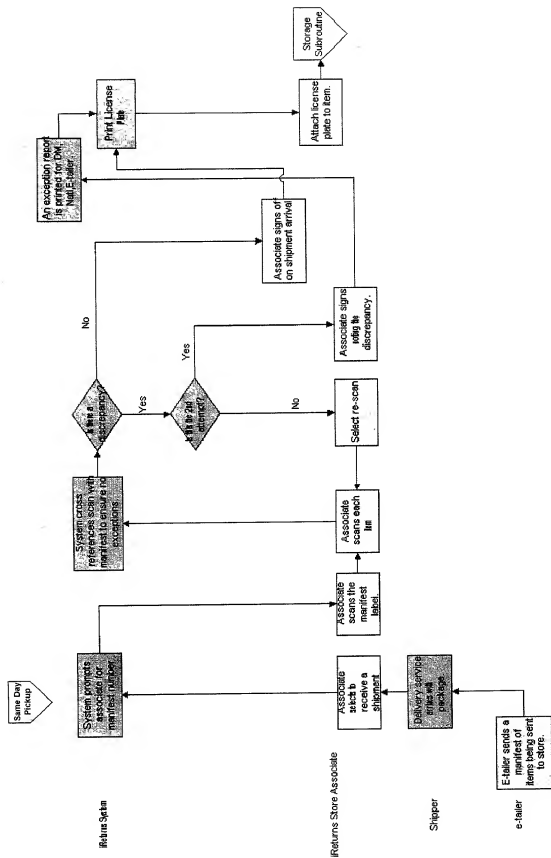


FIG. 68



Consumer

Main Store

Return Store Associate

Bank/
Clearinghouse

etailer

System

FIG. 69

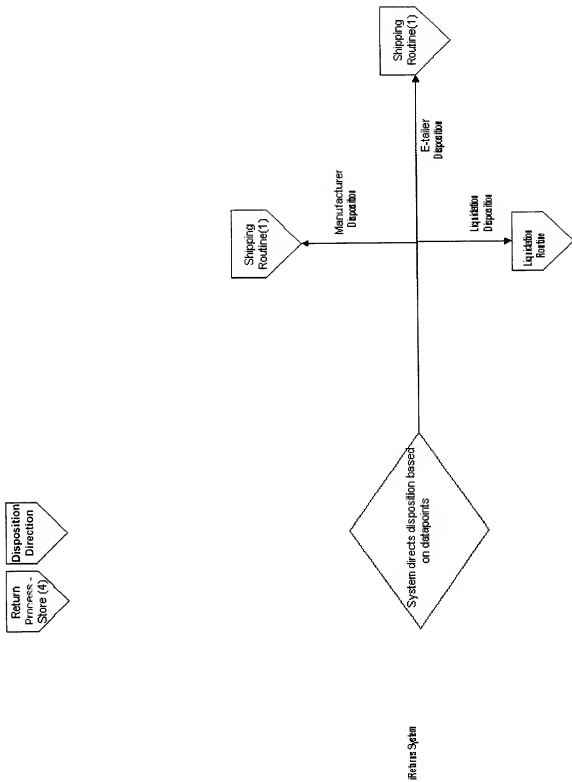


FIG. 70

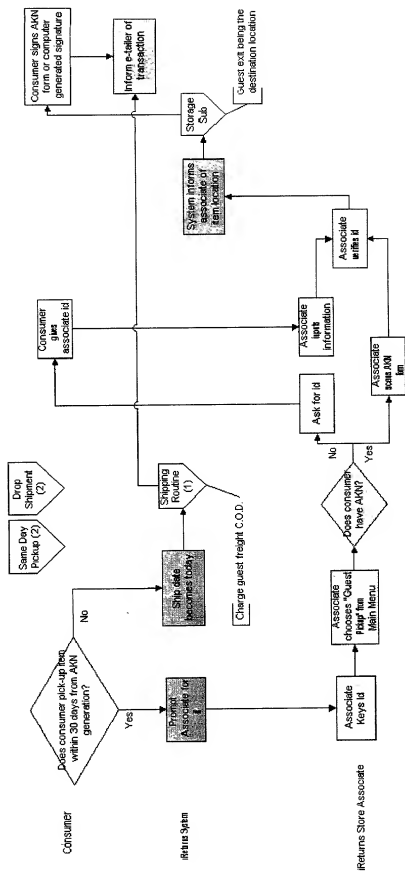
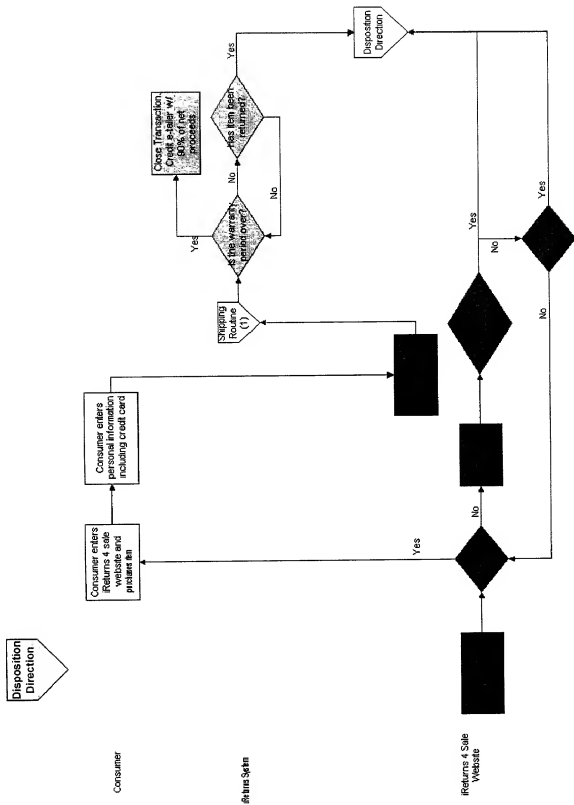


FIG. 71



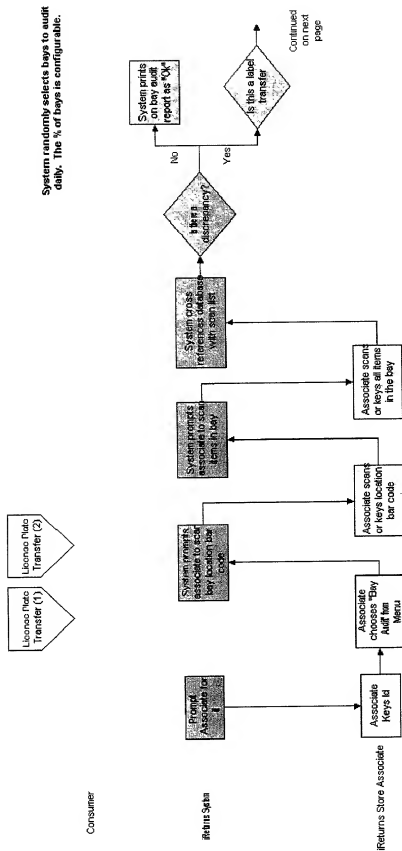


FIG. 73

Systems

11:20:00 11/11/2000

Consumer

Initial Setup

Returns Store Associate

e-tailer

Systems

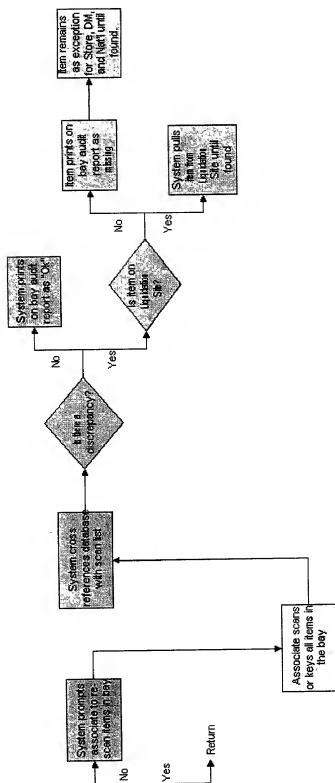
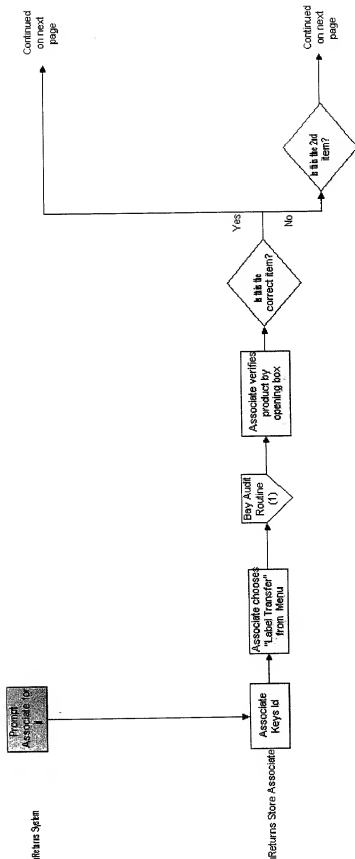


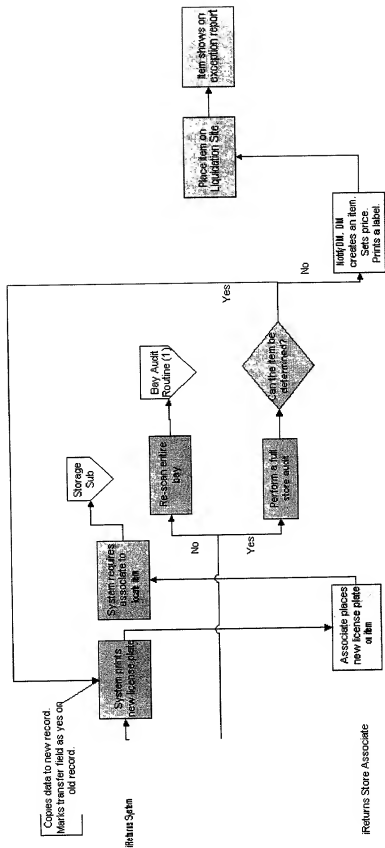
FIG. 74

Label falls off, torn,
stretched, or missing



Systems

FIG. 75



Systems

FIG. 76

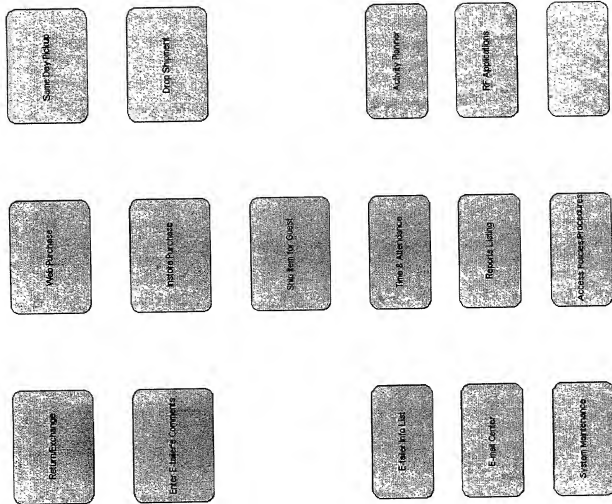


FIG. 77

RF Application Menu

- (1) Relocate Merchandise
- (2) Shipping Procedure
- (3) Bay Audits
- (4) Label Transfer
- (5) Take-in Direct Shipments

FIG. 78

Enter guest Information

First Name: _____

Last Name: _____

Address 1: _____

Zip Code: _____
City: _____

Fill-in Based on Zip Code

Amount of Transaction: \$ _____

Check ☐

Cash ☐

Credit Card ☐

Gift Certificate ☐

Other _____

Submit

FIG. 79

105250 55743860

Date of Issue: 7/1/2000
 E-tailer Name Amazon
 Customer Name Lance Casler
 Customer Address: 23 Pershing Avenue
 Ridgewood, NJ 07450
 Item Description Sony Camcorder
 Item Returned Sony Cam Model #0128384774
 Amount of Return: \$500.00

****You must bring this form with the following items by 1/2/2001****

Terms of Return:

1. Camcorder
2. Bag
3. Strap
4. Battery
5. Lens Cover


IF i>Returns IN CITY	IF i>Returns NOT IN CITY
i>Returns location 90 Painters Mill Rd Suite 2000 Owings Mills, MD 21117	PLEASE MAIL PRODUCT TO 90 Painters Mill Road Suite 2000 Owings Mills, MD 21117
i>Returns Phone # (410)455-2338 i>Returns Hours 9 AM to 10PM Driving Directions 	
Take I-95 S to I-695 W to 83 S	



FIG. 80

Authorization # 3948585392020



<p>Ship From:</p> <p>IReturns.com Inc.</p> <p>Store 1122333</p> <p>90 Painters Mill Rd</p> <p>Suite 200</p> <p>Owings Mills, MD 21117</p>	<p>Ship To:</p> <p>Lance Casler</p> <p>23 Pershing Ave</p> <p>Ridgewood, NJ 07452</p>	 <p>234569843218949</p>
 <p>034544566789844</p>	<p>IReturns License Plate</p>	<p>Item Description: Book</p>
<p>Item Name: Harry Potter and the Chamber of Secrets</p>	<p>Location: A01</p>	<p>Shipper: UPS</p>

FIG. 81

10/22/2015 11:26:00

iReturns.com Inc.
90 Painters Mill Rd
Suite 200
Owings Mills, MD 21117

Returns:		
0222222	VCR	\$150.00
2399044	Book	\$ 15.00
Total		\$165.00
Purchases:		
2393900	Tape	\$ 3.50
3489939	Box	\$ 5.25
Total		\$ 8.75

FIG. 82

Please check that you have all of the items required by your e-tailer in order to process your return.

<u>Items:</u>	<u>Have:</u>	<u>Missing:</u>
Camcorder	<input type="checkbox"/>	<input type="checkbox"/>
Bag	<input type="checkbox"/>	<input type="checkbox"/>
Strap	<input type="checkbox"/>	<input type="checkbox"/>
Battery	<input type="checkbox"/>	<input type="checkbox"/>
Lense Cover	<input type="checkbox"/>	<input type="checkbox"/>

FIG. 83

1122333 55544444

Store Number: 1122333

= Type of Store
= Region
= Store

License Plate: aaaaabbbbcccccc

a = e-tailer
b = date (mm/dd/yy)
c = Item #

FIG. 84

First Name
 Last Name
 Address
 Phone #
 E-tailer Name
 E-tailer
 E-tailer Authorization #
 E-tailer Contact #
 E-tailer Contact Name
 RMA # (Return Manufacturer Authorization #)
 Length of Acceptable Return
 Customer Service #
 Inventory
 Credit Card # - (1)
 Credit Card Type - (1)
 Credit Card Expiration Date - (1)
 Item Description - (1)
 Item Manufacturer - (1)
 Item Serial # - (1)
 Item Cube - (1)
 Item Weight - (1)
 Item Dimensions - (1)
 Item Special Handling Instructions - (1)
 Item Purchase Price w/out Tax - (1)
 Item Purchase Price w/ Tax - (1)
 Item Return Price w/out Tax - (1)
 Item Return Price w/ Tax - (1)
 Reason for Return - (1)
 Image of Item - (1)
 Insurance requirements for shipping - (1)
 Item to be valued return - (1)
 SKU # - (1)
 Exchange Item - (1)
 Exchange Item Price - (1)
 Exchange Item Manufacturer - (1)
 Exchange Item SKU # - (1)
 Exchange Item Serial # - (1)
 Primary Disposition Type - (1)
 Primary Disposition Street Address - (1)
 Primary Disposition City - (1)
 Primary Disposition State - (1)
 Primary Disposition Zip Code - (1)
 Secondary Disposition Type - (1)
 Secondary Disposition Street Address - (1)
 Secondary Disposition City - (1)
 Secondary Disposition State - (1)
 Secondary Disposition Zip Code - (1)
 Ultimate Disposition Type - (1)
 Ultimate Disposition Street Address - (1)
 Ultimate Disposition City - (1)
 Ultimate Disposition State - (1)
 Ultimate Disposition Zip Code - (1)
 Manufacturer Warranty - (1)
 E-tailer credit request or Return Authorization # (1)

FIG. 85

Credit Card # - (2)
 Credit Card Type - (2)
 Credit Card Expiration Date - (2)
 Item Description - (2)
 Item Manufacturer - (2)
 Item Serial # - (2)
 Item Cube - (2)
 Item Weight - (2)
 Item Dimensions - (2)
 Item Special Handling Instructions - (2)
 Item Purchase Price w/out Tax - (2)
 Item Purchase Price w/ Tax - (2)
 Item Return Price w/out Tax - (2)
 Item Return Price w/ Tax - (2)
 Reason for Return - (2)
 Image of Item - (2)
 Insurance requirements for shipping - (2)
 Terms for a valid return - (2)
 SKU # - (2)
 Exchange Item - (2)
 Exchange Item Price - (2)
 Exchange Item Description - (2)
 Exchange Item Manufacturer - (2)
 Exchange Item Serial # - (2)
 Exchange Item SKU # - (2)
 Primary Disposition Type - (2)
 Primary Disposition Street Address - (2)
 Primary Disposition City - (2)
 Primary Disposition State - (2)
 Primary Disposition Zip Code - (2)
 Secondary Disposition Type - (2)
 Secondary Disposition Street Address - (2)
 Secondary Disposition City - (2)
 Secondary Disposition State - (2)
 Secondary Disposition Zip Code - (2)
 Ultimate Disposition Type - (2)
 Ultimate Disposition Street Address - (2)
 Ultimate Disposition City - (2)
 Ultimate Disposition State - (2)
 Ultimate Disposition Zip Code - (2)
 Manufacturer Warranty - (2)
 E-tailer credit request or Return Authorization # (2)
 Bill To Street Address
 Bill To City
 Bill To State
 Bill To Zip

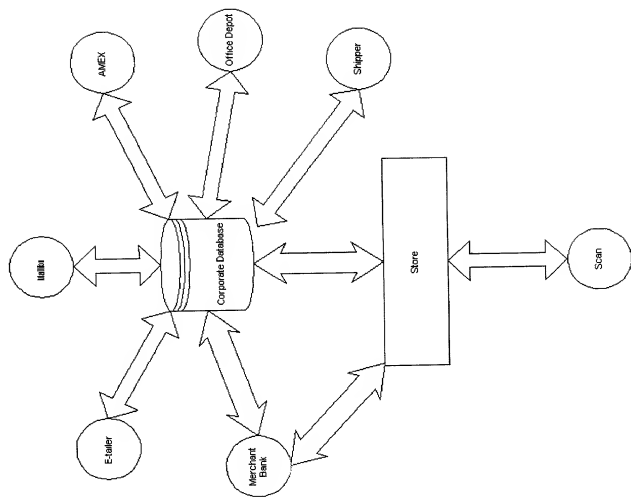


FIG. 87

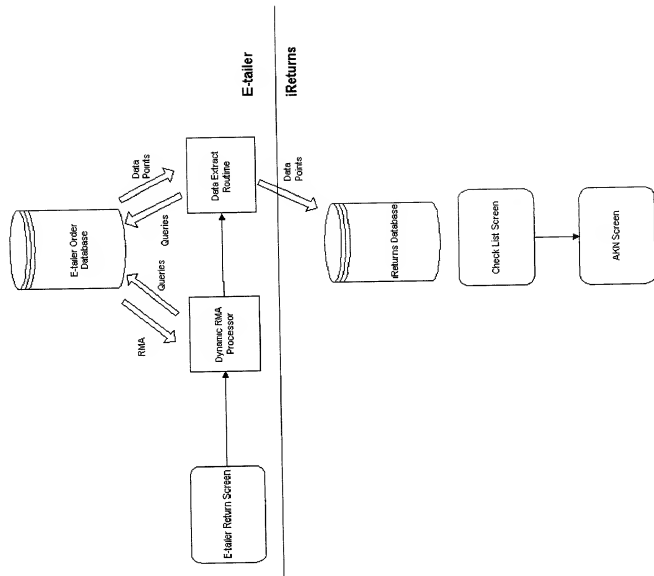


FIG. 88

- (1) Guest on our Website
- (2) Guest Fills out return form
- (3) Tell them we will get back to them in a week
- (4) Send info to E-tailer
- (5) E-tailer Reviews Return (approve/decline)
- (6) E-tailer sends info to guest and us.
- (7) Guest brings to iReturns

FIG. 89